

# Psychosocial Support Programs During COVID-19

HSD's Counseling Unit team has developed a series of online programs to provide additional psychosocial support and guidance during this global health crisis.

## Connecting:

- Participants in the **Webinars** should [click here](#) on the date/time of those sessions.
- Participants in the **Open-Door Sessions** should [click here](#) on the date/time of those sessions.

Please see "Join the Sessions" below for detailed connection options.

[Webinars](#)

[Counselor-Moderated "Open-Door" Sessions](#)

[Join The Sessions](#)

[Facilitator's Guide](#)

[Mindfulness Relaxation](#)

## Webinars

### Staying Resilient During the Coronavirus Pandemic

How can we prepare ourselves psychologically to protect our body and mind from high levels of stress so that we can thrive in the current situation? Join us in this webinar to learn:

- Ways to maintain stress levels within our "window of tolerance" for optimal functioning;
- How to keep our attention from "nurturing" our brain's negative bias;
- Ways to create new psychological resources using the wisdom of our body and emotions.

We will be promoting a safe environment to ask questions and support each other as a community. A relaxation exercise will be offered during the last 10 minutes of the presentation.

**Dates:** ([Click here for Webex link](#))

THU: 04/02/2020 | 9:00pm-10:00pm EST

MON: 04/06/2020 | 9:00pm-10:00pm EST

WED: 04/08/2020 | 9:00am-10:00am EST

FRI: 04/10/2020 | 1:00am-2:00am EST

TUE: 04/14/2020 | 9:00pm-10:00pm EST

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### **Helping Children Cope During the Coronavirus Pandemic**

This webinar is designed for staff and spouses (or caregivers at home) who have children of all ages who want to learn more about how to talk to their children about COVID-19 and help manage anxiety.

**Dates:** ([Click here for Webex link](#))

MON: 04/06/2020 | 10:00am-11:00am EST

MON: 04/13/2020 | 9:00pm - 10:00pm EST

TUE: 04/14/2020 | 10:00am-11:00am EST

TUE: 04/28/2020 | 10:00pm-11:00pm EST

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### **Leadership During Crises: Managing Self and Others**

There is no single best way to lead – yet one of the commonalities of most leaders during times of crises is that they tend to put their own personal needs after those of others. Whether one is more focused on the mission or on the needs of their staff, leaders often find themselves thinking about everyone or themselves. While laudable, this is not indefinitely sustainable and may eventually result in fatigue (cognitive, emotional, behavioral, and physical). This webinar discussion aims to focus on:

- Adapting through a crisis: the leader's role;
- Do's and don'ts in communication;
- Importance of self-awareness;
- Building resilience and self-care;
- Discussion and mindfulness practice.

**Dates:** ([Click here for Webex link](#))

WED: 04/01/2020 | 7:00am-8:00am EST

WED: 04/08/2020 | 1:00am-2:00am EST

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## Love in the Time of Corona

An illness outbreak, pandemic, quarantine, and isolation are unusual and extraordinary circumstances. They are bound to affect human relationships in a variety of ways. Since such events have already occurred a number of times in human history, we are now aware of some of the consequences and equipped to prevent the negative and boost the positive. This webinar aims to highlight key issues and provide guidance on ways to remain resilient and thrive in these times.

**Dates:** ([Click here for Webex link](#))

WED: 04/01/2020 | 10:00am-11:00am EST

WED: 04/08/2020 | 9:00pm-10:00pm EST

TUE: 04/21/2020 | 10:00pm-11:00pm EST

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## Managing Healthy Family Relationships

This webinar will help:

- Identify the psychosocial issues that families (individuals, couples, teens / children and elders) may face in a pandemic;
- Understand how different individuals in families may react to stress;
- Recognize the characteristics of healthy, unhealthy and domestically abusive relationships;
- Learn supportive strategies, stress management and adaptive coping mechanisms to build resilience.

**Dates:** ([Click here for Webex link](#))

THU: 04/02/2020 | 9:00am-10:00am EST

TUE: 04/07/2020 | 11:00pm-12:00am EST

THU: 04/09/2020 | 9:00pm-10:00pm EST

THU: 04/16/2020 | 10:00am-11:00am EST

WED: 04/22/2020 | 9:00pm-10:00pm EST

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## Workplace Adjustments

Just as working in an office has a unique set of challenges, some work challenges as a remote employee can also pop up. When associated with a crisis, home-based work can bring work-life balance to a somewhat imbalanced state. In this webinar we will visit some of the potential challenges and limitations of home-based work and how we can be mindful of them in-order to be positively productive, both personally and professionally.

Topics will include:

- Adjustment in work routine;
- Change in mode of work;
- Adjusting to social distancing;
- Planning ahead;

- Developing and maintaining resilience.

**Dates:** ([Click here for Webex link](#))

FRI: 04/03/2020 | 7:00am-8:00am EST

MON: 04/06/2020 | 1:00am-2:00am EST

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## Counselor-Moderated "Open-Door" Sessions

The intention of these sessions is to provide a safe space to support one another during this difficult time. Counselors will open the session with a brief introduction and short presentation of the topic and guide an interactive, informal discussion. Will close with a relaxation exercise. These sessions are not intended to replace a therapy or counseling session. They are an opportunity for support and informal, organic exchange. If anyone feels that they need or want support of a different type or different intensity, they are encouraged to contact the HSD Counseling Unit directly.

**Confidentiality:** Given the sensitive nature of the current situation and topics that will be discussed, all participants are reminded that what is discussed is considered confidential. The support groups will not be recorded, and what is said during the sessions should stay in the sessions.

**Sessions: 30-45 minutes each.** The topic will be presented for about 10-15 minutes, discussion facilitated by counselor who will encourage reflections and conversation for 5-10 minutes and will end with a relaxation exercise.

### Wellness and Self-care

- Importance of sleep, nutrition and exercise for mental wellbeing;
- The need to set a routine to balance demands and stay healthy;
- Limiting exposure to information and news;
- Having a plan of the day to be able to attend to work needs, schoolwork for children, eating healthy meals, taking breaks, etc.;
- Dedicated family time and the importance of humor and fun activities;
- End with a deep breathing exercise.

**Dates:** ([Click here for Webex link](#))

FRI: 04/03/2020 | 10:00am-11:00am EST

SUN: 04/05/2020 | 6:00am-7:00am EST

WED: 04/07/2020 | 9:00pm-10:00pm EST

THU: 04/09/2020 | 8:00pm-9:00pm EST

FRI: 04/10/2020 | 9:00pm-10:00pm EST

SUN: 04/12/2020 | 6:00am-7:00am EST

MON: 04/13/2020 | 9:00am-10:00am EST

TUE: 04/14/2020 | 8:00pm-9:00pm EST

MON: 04/20/2020 | 9:00am-10:00am EST

TUE: 04/21/2020 | 8:00pm-9:00pm EST

MON: 04/27/2020 | 9:00am-10:00am EST

TUE: 04/28/2020 | 8:00pm-9:00pm EST

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### **Staying Connected**

- Staying connecting while implementing social distancing (does not need to be social isolation);
- The challenges for families that are in different countries and how to build bridges;
- Importance of staying connected to oneself by checking in with how one feels and processes information;
- Normalizing emotions/being nonjudgmental;
- Possible ways to stay connected to your community and finding opportunities for giving back/volunteering to help where possible;
- End with guided imagery relaxation.

**Dates:** ([Click here for Webex link](#))

FRI: 04/17/2020 | 9:00pm-10:00pm EST

FRI: 04/24/2020 | 9:00pm-10:00pm EST

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### **Setting Boundaries**

- The importance of boundaries during this time; why they are important now (boundaries with media, with time, self, etc.);
- Visualization at the end around boundary setting; bringing awareness to one's self.

**Dates:** ([Click here for Webex link](#))

WED: 04/15/2020 | 10:00am-11:00am EST

WED: 04/15/2020 | 9:00pm-10:00pm EST

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### **Compassion for Self and Others**

- Its pertinence now in terms of self-regulation and maintaining connection;
- Doing a loving kindness short meditation at the end.

**Dates:** ([Click here for Webex link](#))

TUE: 04/28/2020 | 10:00am-11:00am EST

WED: 04/29/2020 | 9:00pm-10:00pm EST

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## **Maintaining Healthy Relationships**

- While social distancing separates us physically from people, it may bring us quite close to our family members (many in small spaces where separate space is a major challenge);
- Conflict or disruption in communication can result;
- How to manage conflict effectively and reestablish healthy patterns of communication;
- Working from home may also entail constant communication with colleagues via online platforms and how to ensure interactions remain respectful;
- End with relaxation exercise.

**Dates:** ([Click here for Webex link](#))

TUE: 04/14/2020 | 10:00am-11:00am EST

THU: 04/16/2020 | 9:00pm-10:00pm EST

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## **Parenting through COVID-19**

- Many families have suddenly been tasked with balancing remote work with childcare, which are not without challenge;
- In addition to figuring out logistics such as space set-up, supply needs and virtual learning, parents are expected to provide safety and help manage their children's fears during a time of great uncertainty;
- This is a major undertaking. We will discuss how to talk to kids about their fears; how to keep our own emotions in check; and age appropriate techniques to mitigate anxiety and foster connection;
- Session will end with a grounding exercise appropriate for all ages.

**Dates:** ([Click here for Webex link](#))

TUE: 04/07/2020 | 10:00am-11:00am EST

THU: 04/23/2020 | 10:00am-11:00am EST

THU: 04/23/2020 | 9:00pm-10:00pm EST

FRI: 05/01/2020 | 9:00pm-10:00pm EST

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# Join The Sessions

## **Webinar Connections**

Via WebEx Online:

- Meeting number (access code): 476 772 288
- Meeting password: CAiv6H7RPr2

Join by phone:

- 1-650-479-3207 Call-in toll number (US/Canada)
- [Global call-in numbers](#)

Join from a video system or application:

- Dial 476772288@worldbankgroup.webex.com
- You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business:

- Dial 476772288.worldbankgroup@lync.webex.com
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## **Support Group (Open Door Sessions) Connections**

Via WebEx Online:

- Meeting number (access code): 476 095 527
- Meeting password: K9uAWxVrM38

Join by phone:

- 1-650-479-3207 Call-in toll number (US/Canada)
- [Global call-in numbers](#)

Join from a video system or application:

- Dial 476095527@worldbankgroup.webex.com
- You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business:

- Dial 476095527.worldbankgroup@lync.webex.com

Need help? Go to <http://help.webex.com>

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## Facilitator's Guide

In recognition of the informal peer support groups that have been initiated throughout the World Bank Group and IMF community, HSD's Counseling Unit has developed a [Facilitator's Guide](#). Those who choose to start and/or lead such groups are strongly encouraged to refer to this manual which outlines steps to establish and lead such groups as well as a helpful resource guide. It is provided as a separate attachment.

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## Mindfulness Relaxation

HSD offers a variety of resources for staff members who would like help developing a better life-balance strategy, including:

### **Weekly Mindfulness Relaxation Sessions:**

Did you know that the Relaxation Response is recognized as being the opposite of the physiological stress response? Relaxation is an easy tool, doesn't cost anything and it works!

Guylaine Dion, of the Counseling Unit, facilitates in HQ a free ongoing weekly class (available online) called "The Power of Relaxation"- ([Click here for a direct link](#)), **Tuesdays from 12:00 pm to 1:00 pm.**